

**Harris County Public Health
Ryan White Grant Administration**

POLICY AND PROCEDURES FOR CLIENT RIGHTS

REVISED DATE: 03/17

Site Visit Guideline 2.1

POLICY:

All clients receiving services funded through Ryan White Part A funds are entitled to certain rights. It is the responsibility of the agency to protect these client rights, to ensure that every client is made aware of them, and to document the clients' receipt of their rights.

PROCEDURES:

1. Upon admission to services, every client is provided with a copy of the Client Rights list that is clearly explained to them.
2. The agency must maintain in the client record the client's signed receipt stating the list was provided and explained. This statement may be included on the agency's consent for services form or a separate form.
3. The agency must have a written complaint and grievance procedure that indicates the appropriate course of action for clients who believe their rights have been violated.

Approved by Manager
HCPH – Ryan White Grant Administration

Date